

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:) Group Art Unit: 2614
)
DENTON et al.) Confirmation No.: 5226
)
Serial No.: 09/235,065) Examiner: Knowlin, Thjuan P.
)
Filed: January 21, 1999) <u>SUPPLEMENTAL INFORMATION</u>
) <u>DISCLOSURE STATEMENT</u>
Atty. File No.: 4366-27)
) Electronically Submitted
For: "CALL CENTER TELEPHONE)
AND DATA FLOW)
CONNECTION SYSTEM")

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

The references cited on attached Form PTO-SB08 are being called to the attention of the Examiner.

- ☒ Copies of the cited non-patent and/or foreign references are enclosed herewith.
- ☐ Copies of the cited U.S. patents and/or patent applications are enclosed herewith.
- ☒ Copies of the cited U.S. patents/patent application publications are not enclosed in accordance with 37 C.F.R. § 1.98(a).

☐ Copies of the cited references are not enclosed, in accordance with 37 C.F.R. § 1.98(d), because the references were cited by or submitted to the U.S. Patent and Trademark Office in prior application Serial No. _____ filed _____, which is relied upon for an earlier filing date under 35 U.S.C. § 120.

☒ To the best of applicants' belief, the pertinence of the foreign-language references are believed to be summarized in the attached English abstracts and in the figures, although applicants do not necessarily vouch for the accuracy of the translation.

☐ Examiner's attention is drawn to the following co-pending applications, copies of which have been or are being submitted:

Serial No. _____ filed _____

Serial No. _____ filed _____

☐ Other: _____

Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

FEES

<input type="checkbox"/>	<p>37 CFR 1.97(b): No fee is believed due in connection with this submission, because the information disclosure statement submitted herewith satisfies one of the following conditions ("X" indicates satisfaction):</p> <ul style="list-style-type: none"><input type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or<input type="checkbox"/> Within three months of the date of entry into the national stage of an international application as set forth in 37 CFR 1.491 or<input type="checkbox"/> Before the mailing date of a first Office Action on the merits, or<input type="checkbox"/> Before the mailing of a first Office action after the filing of a request for continued examination under 37 CFR 1.114. <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970.</p>
<input checked="" type="checkbox"/>	<p>37 CFR 1.97(c): The information disclosure statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <ul style="list-style-type: none">(1) a final action under 37 C.F.R. 1.113 or(2) a notice of allowance under 37 C.F.R. 1.311, or(3) an action that otherwise closes prosecution in the application. <p>This Information Disclosure Statement is accompanied by:</p> <ul style="list-style-type: none"><input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Please charge Deposit Account 19-1970 in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an information disclosure statement. Please credit any overpayment or charge any underpayment to Deposit Account 19-1970.
<input type="checkbox"/>	<p>37 CFR 1.97(d): This Information Disclosure Statement is being submitted after the period specified in 37 CFR 1.97(c).</p> <ul style="list-style-type: none"><input type="checkbox"/> This information Disclosure Statement includes a Certification (below) as specified by 37 C.F.R. 1.97(e) <p style="text-align: center;">AND</p> <ul style="list-style-type: none"><input type="checkbox"/> Applicants hereby requests consideration of the reference(s) disclosed herein. Please charge Deposit Account 19-1970 in the amount of \$180.00 under 37 C.F.R. 1.17(p). Please credit any overpayment or charge any underpayment to Deposit Account 19-1970. Election to pay the fee should not be taken as an indication that applicant(s) cannot execute a certification.

Certification (37 C.F.R. 1.97(e))
(Applicable only if checked)

☐ The undersigned certifies that:

☐ Each item of information contained in this information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).

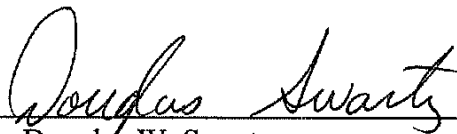
☐ A copy of the communication from the foreign patent office is enclosed.

OR

☐ No item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,

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Date: Feb 8, 2007

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/235,065
Filing Date	01/21/1999
First Named Inventor	Gregory A. Denton
Art Unit	2614
Examiner Name	Knowlin, Thjuan P.
Attorney Docket Number	4366-27

Sheet	1	of	2
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U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ^{2 (if known)}	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	5185780	02/09/93	Leggett	
	2	5289368	02/22/94	Jordan et al.	
	3	5325292	06/28/94	Crockett	
	4	5603029	02/11/97	Aman et al.	
	5	5655120	08/05/97	Witte et al.	
	6	5675739	10/07/97	Eilert et al.	
	7	5864848	01/26/99	Horvitz et al.	
	8	5911134	06/08/99	Castonguay et al.	
	9	6041103	03/21/00	La Porta et al.	
	10	6052685	04/18/00	Eastwick et al.	
	11	6480599	11/12/02	Ainslie et al.	
	12	6518994	02/11/03	Mitzka et al.	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
	13	CA 1207414	07/08/86	WESTERN ELECTRIC COMPANY, INCORPORATED		
	14	CA 2293425	12/10/98	TELEFONAKTIEBOLA GET LM ERICSSON		
	15	EP 412692	02/13/91	American Telephone and Telegraph Company		
	16	WO 8401871	05/10/84	WESTERN ELECTRIC COMPANY, INC. .		
	17	WO/1998/056207	12/10/98	TELEFONAKTIEBOLA GET LM ERICSSON		
	18	JP 6-259386	09/16/94	TOSHIBA CORP		Abst

Examiner
SignatureDate
Considered

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	09/235,065
				Filing Date	01/21/1999
				First Named Inventor	Gregory A. Denton
				Art Unit	2614
				Examiner Name	Knowlin, Thjuan P.
Sheet	2	of	2	Attorney Docket Number	4366-27

	19	JP 6-28323	02/04/94	Nippon Telegr & Teleph Corp		Abst
	20	JP 8-137910	05/31/96	HITACHI LTD		Abst

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
Examiner Initials*	Cite No. ¹	
	21	E. Gamma et al., "Design Patterns: Elements of Reusable Object-Oriented Software", 1995, Addison-Wesley, One Jocos Way, Reading, Massachusetts 01867, USA, XP002354147
	22	Web Site Printout Entitled "GeoTel Communications Granted Patent for Intelligent Call Routing Technology", www.geotel.com/Patent.htm ; [accessed Jul. 3, 1997].
	23	Examiner's Report for Canadian Patent Application No. 2294692, mailed February 25, 2002 (4366-27-CA)
	24	Examiner's Report for Canadian Patent Application No. 2294692, mailed July 12, 2005 (4366-27-CA)

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.